

Informatics

Monthly Operating Letter

City of Westfield



**July
2011**

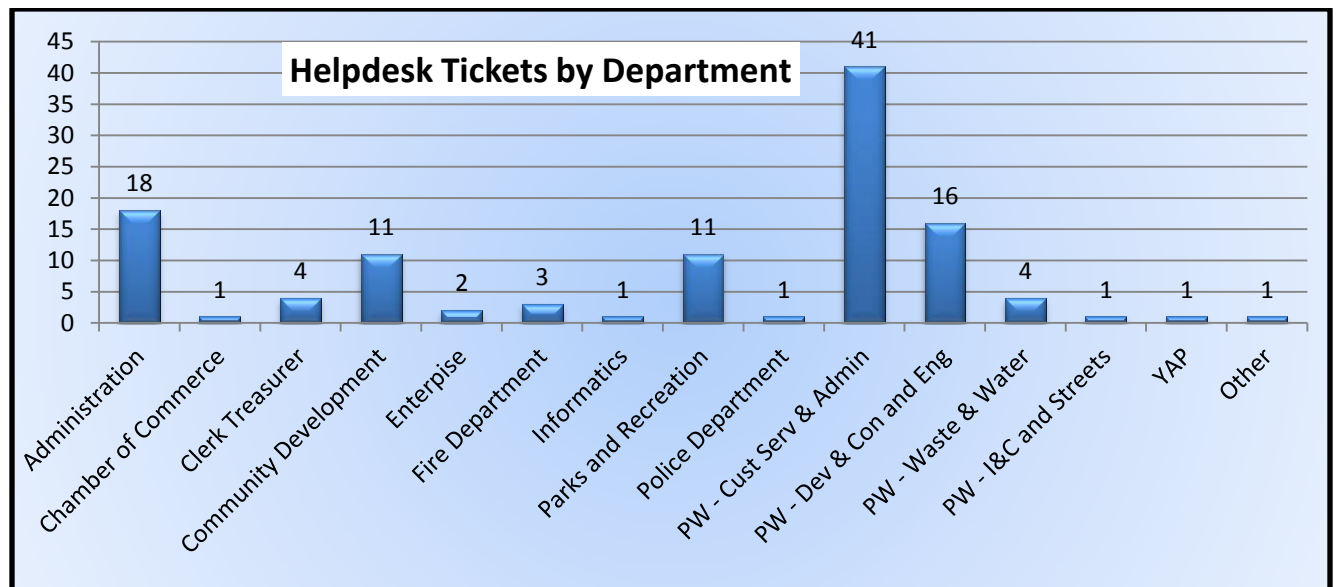
HIGHLIGHTS:

- Distribution of monthly Informatics Bulletin: [July](#); [August](#);
- Complete the migration to SharePoint 2010
- Discovery and clean-up of Adobe and other software licensing
- Collaborated with First Mile to create a VOIP directory on desktop phones and to enable online voice assist and call control.

Technical Services

Helpdesk

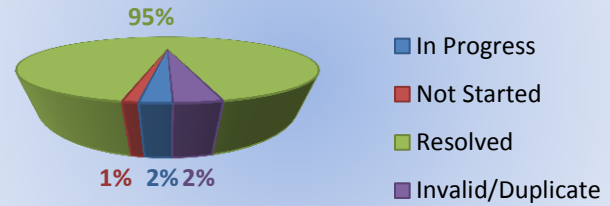
- End of the month Helpdesk:
 - Ticket Carryover: 10 of 13 work orders Resolved
 - 115 tickets created in July
 - Resolved: 109
 - In Progress: 2
 - Not Started: 1
 - Invalid/Duplicate: 3



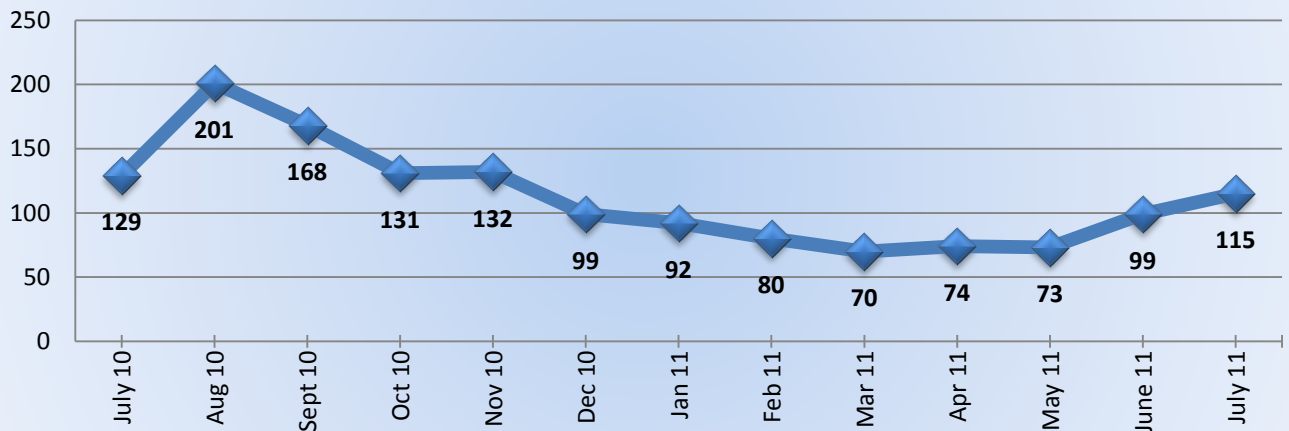
Top Helpdesk Users

- | | |
|-----------------------|-------------------|
| 1. Leane Kmetz | 6. Eric Becker |
| 2. Pat Leuteritz | 7. Derek Todd |
| 3. Neil VanTrees | 8. Greta Peterson |
| 4. Peg Richardson | 9. John Rogers |
| 5. Christopher Larsen | 10. Tammy Havard |

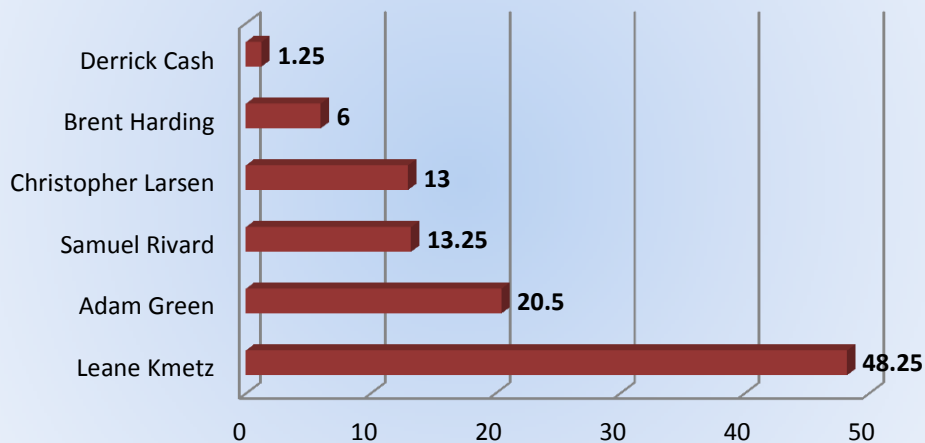
July Helpdesk Status



Total Tickets Opened in July



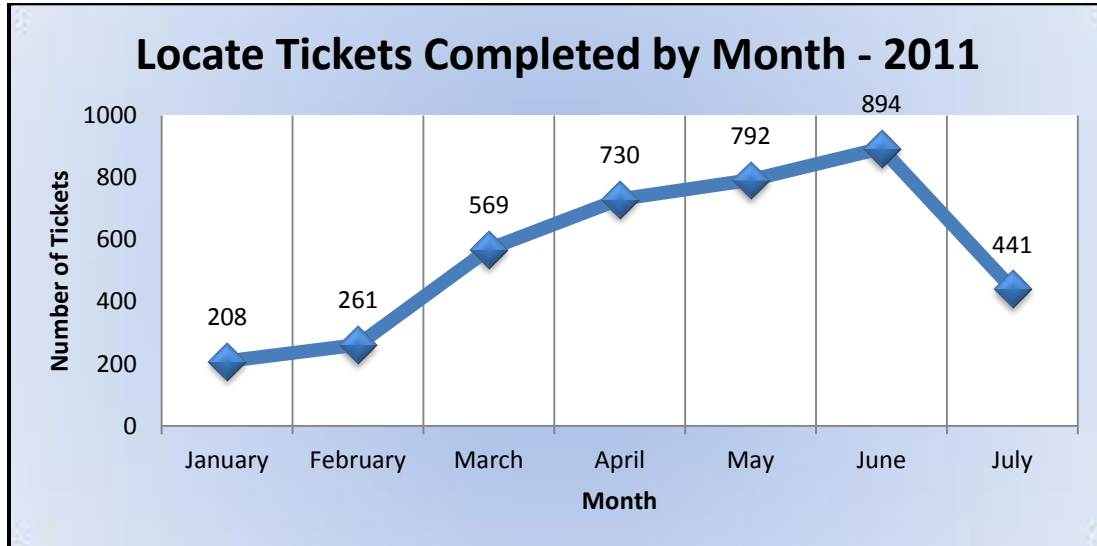
Helpdesk Hours



Field and GIS Services

- **Field Services**

- o Tim located 441 tickets and processed 1,212 GPS Points



- **GIS**

- o 11 maps created

Volunteerism: 17 hours of volunteer work completed.

- Leane volunteered 16 hours for Westfield Rocks the 4th.
- Leane volunteered 1 hour as a YAP Mentor.

Training: 15 hours of advanced training completed.

- Leane: July 3, 10, 17, 24, and 31 attended GIS Analysis 5105 at Northeastern University
- Leane: Presented at the ESRI International User Conference titled "Risk Assessment with neighboring communities"

Fuel Consumption:

